

REMARKS

This amendment is responsive to the Office Action of March 16, 2004. Claims 1-3 were presented for examination and stand rejected. Applicants have carefully reviewed the office action dated March 16, 2004. This response is believed to address all grounds for rejection stated in the office action. Claims 1-3 are pending.

Attorney Docket Number

Please change the attorney docket number for this application to 01-VE22.45.

Amendments to the Claims

Independent Claims 1 and 3 are amended to specify that the enhanced call processing services are voice recognition, voice verification and voice identification. Support for this amendment is available in the Specification at page 5 at lines 6-8. No new matter is added as a result of this amendment. Examiner is respectfully requested to review and enter the amendment. This amendment clearly separates the present invention from that described in Blaha.

Rejection of all Claims under 35 U.S.C. § 102(b) as being anticipated by Blaha
(U.S. Patent 5,469,504).

The Office Action rejected the three pending claims under Blaha (USP 5,469,504), which describes an automatic call distributor network with a plurality of agent nodes for providing operator-assisted services such as those seen in call centers. Blaha states as follows.

Accordingly, it is the principal object of the present invention to provide an automatic call distributor with an intersubnetworking customer information transfer system and methods pursuant to which the inability of known call distributors to transfer customer information between subnetworks is overcome. Preferably, this is achieved by conveying to the host computer call origination identification information identifying the original port and subnetwork of an originally received customer call.

The object is achieved in part by providing an automatic call distributor with a plurality of interconnecting subnetworks, each with a subnetwork switch and an associated group of telephonic agent units for

receiving customer calls from customer telephonic units of an external telephonic network, and a host data base computer for storing customer information received from groups of display terminals respectively associated with the telephonic agent units, with an intersubnetwork customer information transfer system having means for transferring a customer call from one agent unit to another agent unit and means responsive to said transferring means transferring a customer call from one agent unit of one of the plurality of subnetworks to another agent unit of another one of the plurality of agent units for conveying information concerning the customer and stored in the host data base computer to the display terminal associated with the other agent unit of the other subnetwork to which the customer call is transferred for display.

In a preferred embodiment this is achieved by providing such an automatic call distributor with means for providing a call origination identification code indicating the identity of the agent units including the identity of the associated subnetworks of the agent units and means for transmitting the call origination identification code from one subnetwork originally receiving a customer call to another subnetwork with the other agent unit to which the customer call is transferred. Means at a subnetwork switch receiving a transferred call provides to the host data base computer the call origination identification of one agent transferring the call to enable conveyance of stored customer information to a display terminal of the other agent unit to which the call is being transferred.

The objective is also achieved in part by providing such an automatic call distributor with a method of transferring stored customer information between display terminals of different subnetworks comprising the steps of (1) transferring a customer call from one agent to another, (2) sensing whether the transferring of the customer call is between agents of different subnetworks and (3) conveying customer information in response to the sensing means from the host data base computer to the display terminal associated with the other agent for display thereof when the call is transferred to the other agent unit.

See Summary of the Invention. Blaha does not teach or suggest that the call is completed without the intervention of a human operator, or as Blaha calls them, agents. The agents in Blaha are at locations where the call is initially routed and "terminated" and the remaining call processing is performed via the agent taking a manual step of transferring the call. For another example, See Blaha column 5, lines 50-55. In the instant application, the difference is that automatic call processing is achieved throughout, which is described thus:

A method of creating an application-based subnet for enhanced telephony call processing includes the steps of determining during the processing of a call that the call may require additional call processing services available at a second node located within an application-specific subnet, and transferring the call and call control to the application-specific subnet for further call processing.

In an embodiment, two networks, one public telephone network, and a private corporate network are envisioned. The public telephone network provides traditional telephony call processing services. The private corporate network may provide services such as directory assistance for the corporation's employees, voice activated dialing for the corporate employee directory, voice verification to enter secure areas within the corporate network, etc.

When a calling party makes a telephone call at the public telephone network, the telephone network may attempt to complete the call in a traditional way. But when the telephone network determines that additional call processing services are required to complete the call further, the services such as those provided by a corporate subnet, the call is transferred to the corporate subnet along with any call related information, such as the identity of the calling party, and the like.

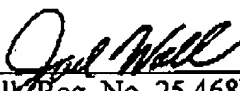
See page 2, lines 15-31. Thus in the instant invention, no human intervention is necessary and the entire call is routed via an automatic process. In claims 1-3, which are now limited to enhanced call processing via voice recognition, voice verification, or voice identification, it is clear that no human intervention is necessary. Since this particular automatic call processing is not disclosed or suggested in the cited reference, and since the cited reference's call processing relies upon human intervention, it is clear that Blaha does not anticipate the subject matter of these amended claims. Since Blaha does not disclose or suggest all subject matter recited in the claims, and since MPEP § 2131 requires that "to anticipate a claim, the reference must teach every element of the claim", it is respectfully requested that the 35 U.S.C. § 102(b) rejection of these claims be withdrawn.

Conclusion

In view of the foregoing remarks and amendments, Applicants believe that all claims currently pending are patentable over the cited art. Reconsideration and an early notice of allowance are respectfully solicited. To the extent necessary, a petition for

extension of time under 35 U.S.C. § 1.136 is hereby made. Please charge any fees necessary including the fee for any extension of time to deposit account 07-2347.

Respectfully submitted,


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Certificate of Faxing

The undersigned certifies that on the date shown below, the foregoing document was filed via fax with the USPTO by faxing the same to the telephone number (703) 872-9306.

Dated: June 16, 2004


Christian R. Andersen